Preparation of Tax Year **2023** Returns

User Guide

User's Guide

Introduction to the User's Guide

This User's Guide outlines the step-by-step tasks that must be taken to completely process a Tax Return with this software program.

Daily Things to Do

1.) The Transmitting/Main Computer should transmit to Central Site at least twice a day, once in the morning and once in the evening. If you are operating a system with Non-Transmitting Computers, set up a regular schedule for transferring and retrieving data to and from the Non-Transmitting and Transmitting Computers. If you are operating as a Multi-Office Organization or a Service Bureau, set up a regular schedule for transmitting by the Remote Computer(s) to the Main Computer via Central Site. *See Chapter 2 under Communications Setup in the Manual to enable automatic scheduling.*

2.) Check the Work In Progress Summary (WIP) screen for New Items:

   a. Checks to be printed-The Check Ready by Site Report provides a list of all Taxpayers whose checks are ready with their phone numbers.

   b. IRS Rejects-Correct Return(s) and contact Taxpayer(s) if necessary.

   c. TaxPass Mobile App Retrieval-Import all TaxPass returns if necessary to complete and process your remote tax returns.

   d. Software Updates-Apply all software updates to both Transmitting and Non-Transmitting Computers, and contact Technical Support immediately if you have any problems.

   e. Bulletins-Read Bulletins regularly in case they apply to you or your Taxpayers.

Types of Services

The following page gives a detailed list of the bank products offered, along with the Tax Preparation and other services for which the Taxpayer can be charged a fee. This program has been enhanced to provide several billing options. You can make copies of this page for your office staff for quick reference. *For detailed instructions on setting up billing and entering fees into the program, please refer to Chapter 2.*

Tax Preparation
A fee is normally charged for preparing the Tax Return for the Taxpayer. This fee is automatically deducted from the Taxpayer's refund, when applicable. Be sure your information is entered on page 2 of the Return, and sign and date the return if you are a Paid Preparer. If you are only assisting the Taxpayer with entering the data into the computer and not signing the return as a Paid Preparer, the Taxpayer **cannot** be charged a Tax Preparation fee.

Electronic Filing
A fee may be charged when the Taxpayer's tax return is electronically filed with both the IRS and state taxing agency. Some banks do not allow an electronic filing fee to be charged when a Taxpayer is purchasing a bank product. The Taxpayer must electronically file their return to receive a bank product. Also, electronic filing typically provides a faster refund. If the Taxpayer chooses to do a paper return, it may be several weeks before their refund will be available.

Audit Allies
A fee will be charged when the Taxpayer chooses to purchase Audit Allies, an audit protection product offered by an independent company made available directly through the software. *See Appendix 8 for details.*

iProtect
A fee will be charged when the Taxpayer chooses to purchase iProtect, an identity theft protection product offered by an independent company made available directly through the software. *See Appendix 8 for details.*

Pay-Per-Remote Signature
A fee will be charged when the Taxpayer chooses to sign their tax return remotely. You must be enrolled in this feature to utilize this product. *See Appendix 8 for details.*

RAC (Refund Anticipation Check)
The Taxpayer should receive their check from you in two to four weeks.

RAC Direct Deposit
The Taxpayer's refund will be sent directly to their bank account. You will NOT print a check for the Taxpayer.

Direct Deposit of Refund
The Taxpayer should receive a direct deposit of their refund into their bank account in two to four weeks. *The customer must pay any fees due in advance of filing the return electronically.*

Paper Check
The IRS will mail a check to the Taxpayer's home in two to four weeks. *The customer must pay any fees due in advance of filing the return electronically.*

Preparing the Personal Tax Return

This program allows the Tax Preparer to electronically store IRS documents in accordance with IRS Rev. Proc. 97-22. Please refer to that document for more information regarding the storage of electronic tax returns and other documents.

1.) Fill out the Taxpayer Questionnaire and have the Taxpayer sign the form verifying everything is true and correct. This questionnaire is available at the end of this User's Guide and as a PDF in the Xlink24 directory for you to make copies.

2.) Check the Taxpayer's Photo Identification and Social Security card to verify that the information matches the information on the Taxpayer Questionnaire.

3.) Begin the Tax Return and complete the Taxpayer Data sheet, along with the applicable Due Diligence questions. This program assists the Tax Preparer in fulfilling his or her federal requirements mandated in IRS Treasury Regulation § 1.66695-2. Complete any additional Due Diligence requirements of the state in which the Tax Preparer is operating or preparing returns.

4.) Print the Consent to Use and Privacy Notice forms and have the Taxpayer sign these forms. If there is a Spouse, he or she also needs to sign these forms. Alternatively, use the Signature Pad to capture the signature(s) on these forms. The electronically signed forms will be saved in the Document Archive as a permanent record of the Tax Return.

5.) Scan the Taxpayer Questionnaire, any additional Due Diligence Documentation, Photo Identification(s), Social Security card(s), and any other applicable identifications and documents to create a complete electronic copy of the return if this equipment is being utilized by your office. Otherwise, a hard copy of all of these documents should be kept as part of the Taxpayer's tax return records.

6.) Continue preparing the Federal Tax Return.

7.) When the federal portion of the Return file is completed, verify the Return file and make any necessary corrections.

8.) Add State Return(s) if applicable and complete them. *The State Return may be automatically added to the return if this option was selected during Setup. See Chapter 2 of the Manual.*

9.) Verify the Return file again and make any necessary corrections.

10.) Queue the Return file for Transmitting or Transferring. *See the Manual for more information on transmitting and transferring returns to and from Transmitting Computers, Non-Transmitting Computers, Remote Computers, and Central Site.*

11.) Print the Consent to Disclosure and Bank Application and have the Taxpayer sign these forms if the Taxpayer is purchasing a Bank Product. Alternatively, use the Signature Pad to capture the Taxpayer's Signature on these forms. The forms will then be signed and saved in the Document Archive as a permanent record of the Tax Return.

12.) Print the Form 8879 if the return is being electronically filed, and the ERO is using the Practitioner PIN method and/or auto-generating the Taxpayer's PIN and have the Taxpayer sign this form. Alternatively, use the Signature Pad to capture the Taxpayer's Signature and Tax Preparer's signature on this form. This form will be signed and saved in the Document Archive as a permanent record of the Tax Return. Either a hard copy or an electronic copy of the signed Form 8879 must be kept as part of the Tax Preparer's records.

13.) Print all applicable forms as follows:

   a. Taxpayer copy of the Federal and State Return

   b. Preparer copy of the Federal and State Return (if you keep hard copies)

   c. IRS copy of the return if the Federal Return is being mailed

   d. State copy of the return if State Return is being mailed

   e. Taxpayer copy of all applicable bank documents

   f. Preparer copy of all applicable bank documents (if you keep hard copies)

   g. Taxpayer copy of all other applicable product applications

   h. Payment voucher, if applicable

14.) If this is an electronically filed Return,

   a. If the Federal Return includes attachments that cannot be electronically filed, but instead must be mailed to the IRS, these attachments, along with a copy of Form 8879, will be printed with the Taxpayer's return along with mailing directions.

   b. Do not mail the IRS any documents, including Form 8879, except under the conditions listed above.

15.) If this is a paper Return being mailed to the IRS and/or State,

   a. Have the Taxpayer sign the appropriate Return.

   b. Sign the appropriate Return if you are a Paid Preparer.

c. Mail the appropriate Return along with any other required documents.

16.) On a regularly scheduled basis, from the Work In Progress Summary screen, click Transmit to send the electronically filed Return(s) from a Transmitting Computer and/or Remote Computer to Central Site and/or Main Office, or click Transfer from a Non-Transmitting Computer to send to an external storage device for Retrieving by a Transmitting Computer.

17.) Give the Taxpayer the following documents for his or her Records:

a. A copy of the Federal Return, and any copies of State Returns, as applicable

b. A signed Form 8879 if the Return has been filed electronically if requested

c. A signed copy of the Bank Application, as applicable

d. The Taxpayer's (and Spouse's) copy(ies) of their W-2s

e. Any other documentation the Taxpayer brought with them for preparing the Tax Return

18.) As the Preparer, keep for your Records (as a hard copy or as an electronic copy):

a. A copy of the Federal Tax Return, and any copies of State Returns, as applicable

b. A signed Form 8879, if applicable, which must be kept for at least 3 years from the due date of the Federal Return or the filing date of the Return, whichever is later

c. The top copy of the Bank Application

d. The signed Taxpayer Questionnaire

e. Any documents related to the Due Diligence Requirements

f. The photocopies of all Social Security cards and Picture Identifications

g. Signed Consent to Use, Consent to Disclosure, and Privacy Notice forms

h. Copies of all W-2's used to prepare the Tax Return

Presenting the Check to the Taxpayer

1.) The Taxpayer must present their Photo Identification to pick up the check. This is the case even if you saw the ID before, and you remember the Taxpayer. DO NOT GIVE A CHECK TO ANYONE EXCEPT THE TAXPAYER, OR THE TAXPAYER'S SPOUSE IF THEY FILED A JOINT RETURN.

2.) If a Bank Product has been requested, write the Check Number on the bottom of the Bank Application and have the Taxpayer date and sign that he or she received the check.

3.) This is your last opportunity to get the Taxpayer's Signature on every required form. Check one more time to be sure this is completed.

Note: If a Taxpayer does not receive their entire expected Refund, he or she needs to call the Treasury Department at 800-304-3107 if a letter has been received by the Taxpayer from the IRS indicating the shortage is for a repayment of debt to a government agency. If the Taxpayer did not receive a letter, the Taxpayer needs to contact the bank to determine why the entire Refund was not paid.

Customer Relations

It is very important to explain this carefully to your Taxpayers: **The IRS does not guarantee Refunds on any date or time. Additionally, the Banks do not guarantee they will give a loan to any or all of your Taxpayers.** The following responses have been created for you to use as talking points when and if a Taxpayer is questioning when they will receive a form of payment:

Electronic Filing

> "We are submitting your tax return to the IRS electronically. If the IRS identifies any errors, you will not receive a refund. If the IRS accepts your return, they will pay your refund in two to four weeks."

RAC (Refund Anticipation Check)

> "In addition to electronic filing, we are submitting a request to the bank to receive your refund from the IRS and to allow us to print a check for your refund less fees. The check for your refund will become available as soon as the IRS pays your refund (in two to four weeks). "

RAC DD (RAC Direct Deposit)

"In addition to electronic filing, we are submitting a request to the bank to receive your refund from the IRS, and to deposit your refund less fees directly into your bank account. The direct deposit of your refund will become available as soon as the IRS pays your refund (in two to four weeks). You will need to contact your bank to determine if the Bank made the deposit."

Taxpayer Questionnaire

PERSONAL INFORMATION

Primary Taxpayer

First Name:	**Last Name:**		**M.I.:**
S.S.N. :	**Birthdate:**	Taxpayer's PIN:	
Home Phone:	Work Phone:	Cell Phone:	
Occupation:	Dependent on another return? Yes No	Legally Blind?	Disabled?
Email Address:	Text Message: Yes No	Cell Phone Carrier	
Preferred Contact:	Preferred Language:	Form 1040 NR: Yes No	Taxpayer: Male Female

Filing Status (Circle which Status number applies)

1 = Single

If: You were NOT married on or before December 31, 2023
Your dependents lived with you less than 6 months during the year.

2 = Married Filing Joint

If: You were married as of December 31, 2023 or your spouse died during 2023.

3 = Married Filing Separate

If: You were married on or before December 31, 2023 and your spouse is filing a tax return using this filing status.

* If **MFS**, did you live together at ANY time during the tax year? Yes No
If yes, did you live together during the final 6 months? Yes No

* If **MFS**, did your spouse itemize his/her deductions? Yes No
NOTE: If spouse itemized deductions, taxpayer must also Itemize deductions.

4 = Head of Household

If: You were NOT married as of December 31, 2023
Your child, foster child, or grandchild lived with your more than 6 months.

5 = Qualified Widow(er)

If: Your spouse died during either 2022 or 2023, and
Your child, stepchild or foster child lived with you for 12 months in 2023.

Spouse

First Name:	Last Name:		M.I.:
S.S.N. :	**Birthdate:**	Spouse's PIN:	
Home Phone:	Work Phone:	Cell Phone:	
Occupation:	Dependent on another return? Yes No	Legally Blind?	Disabled?
Email Address:	Text Message: Yes No	Cell Phone Carrier	
Preferred Contact:	Spouse: Male Female		

Address

Care-of (or additional) Address Information		
Street Address:		Apt. #:
City:	State:	Zip Code:
Military Address Info:(1=APO/FPO, 2=Stateside, 3=Foreign or Blank)	Combat Zone:	Date:
Principal home or dwelling in the US for more than half of the year?	Yes	No

Bank Information

(for Direct Deposit intoTaxpayers Personal Acct.)

Bank Name:	Account Type:	Savings	Checking
Routing Number:	Account Number:		
Will this refund go to an account outside of the US?	Yes	No	

Remote Signature Consent

In order to comply with the signing and receiving tax returns remotely answer the following questions regarding Remote Signatures.

Does the Taxpayer consent to receive and sign their documentation remotely?	Yes	No
Does the Spouse consent to receive and sign their documentation remotely?	Yes	No
Include Remote Signature charge(s) on the invoice?	Yes	No

Client Referral

Referral Type:	Description:

Health Insurance

(Affordable Care Act)

In order to comply with the Affordable Care Act, answer the following questions regarding healthcare insurance coverage.

Received health care coverage through employer for entire year (including COBRA Coverage)?	Yes	No
Received heallth care coverage from the government such as Medicaid, Medicare or Veterans Benefits?	Yes	No
Purchased private health insurance (NOT through the Marketplace") for the entire year?	Yes	No
Purchased health insurance through the "Marketplace" (Form 1095-A)?	Yes	No
At least one family member (including taxpayer) did not have health care coverage at anytime during the year?	Yes	No

WAGES AND SALARIES
(Use Actual Form W-2 for Data Entry)

Taxpayer Employer's Name	Wages	Federal Withholding	St Withholding
Spouse Employer's Name	**Wages**	**Federal Withholding**	**St Withholding**

INTEREST AND DIVIDEND INCOME
(Use Actual Forms 1098, 1099B, 1099-INT, 1099-DIV for Data Entry)

Payer's Name	Interest Earned	Dividends	Withholding

ADDITIONAL INCOME

Unemployment Income	
Social Security, from Form SSA1099	
Other Income:	
Scholarship income not included onForm W-2	
Prior Year's State and Local Income Tax Refund	
Alimony Received	
Gambling Income	
Other Income Subject to Self-employment Tax	
Schedule C - Business Income/(Loss)	
IRA OR Pension Distribution from 1099R	
Railroad Retirement from Form RRB1099	

ADJUSTMENTS

Student Loan Interest Deduction	
IRA Contributions (Limit of $6,500 per taxpayer, if over 50 limit is $7,500)	
Tuition and Fees Deduction	
Alimony Paid Recipient's SSN Recipient's Name	

CREDITS

Education Credits	
American Opportunity Credit	
Life Time Learning qualified expenses	
Other Federal Tax Payments	

DEPENDENTS

First Name	Last Name	Birthdate	SSN	Relationship	# of Months	Dep. Code	EIC
	Children who lived with you and are being claimed on another return						
	Non Dependents claimed for EIC and Disabled person's dependent care expenses						

Enter the dependents name, birthdate, SSN, Relationship, number of months lived with the taxpayer, starting with the youngest dependent. Refer to the information below for Dep. and EIC Codes.

Dependent Codes

1 = Lived with Taxpayer
2 = Lived Elsewhere
3 = Taxpayer's parent
4 = Other Dependent

EIC Codes

E = Eligible as of December 31, 2023, under the age of 19
S = Student as of December 31, 2023, under the age of 24 and full-time student
D = Disabled as of December 31, 2023, Permanently & totally disabled, at any age
K = Qualifying Child was Kidnapped
N = Not eligible

CHILD TAX AND EARNED INCOME CREDIT

This Information is included in the Dependents Table above	**Number of Children under age 17 (CTC)**	
	Number of Children under age 19 (EIC)	
	Number of Children between age 17 & 24, full time student (EIC)	
	Number of Children Totally Disabled (EIC)	
	Include Form 8862 - Information to Claim EIC After Disallowance?	**Yes** **No**

Total Amount Paid:

CHILD CARE CREDIT

Number Cared for:

A. If married, did both, Taxpayer and Spouse work during the time of dependent care? Yes No

B. If no to A, was Taxpayer or Spouse disabled or a full-time student for more than 5 months? ____ No ____ Yes, Disabled Student ____ Yes,

If no to A and B, this return is not eligible for dependent care credit

Care Provider #1 Information

Name	___SSN or ___EIN
Address	Amount Paid **$**

Care Provider #2 Information

Name	___SSN or ___EIN
Address	Amount Paid **$**

DEPENDENT CARE EXPENSES

List dependents cared for

First Name	Last Name	SSN	Expenses
			$
			$
			$
			$

ITEMIZED EXPENSES		Sch-A
Medical and Dental Expenses		Miles
Number of Miles driven to Doctor / Dental Visits during the year	(line 1)	
Medical / Dental Expense Description		Amount
Medical / Dental Expense Description		Amount
Taxes Paid		Amount
State Taxes Paid on last year's state return	(line 5, wkst)	
Real Estate Property Taxes Paid	(line 5b)	
Personal Property Taxes Paid (i.e. vehicle registration)	(line 5c)	
Other Taxes Paid (i.e. Non-resident State Taxes Paid)	(line 6)	
Interest Paid		Amount
Home Mortgage Interest, from Form 1098	(line 8)	
Points Paid (Principle Purchase of Residence **OR** Qualified Refinance)	(See Form Instructions)	
Gifts to Charity		Miles
Number of Miles driven for Volunteer Work with Charitable Organization	(line 11)	
Charitable Cash or Check Contributions		Amount
Description	(line 11)	
Description		
Description		
Description		
Non-Cash Charitable Contributions (if more than $500 must attach Form 8283)		Amount
Description	(line 12)	
Description		
Description		
Other Miscellaneous Deductions		Amount
Other Miscellaneous Expenses (I.e. gambling losses-no more than reported winnings)	(line 16)	
Other Expenses		Amount
Description	(line 16)	
Description		
Description		

EARNED INCOME CREDIT

Part I: Qualifications

Could you, or your spouse if filing jointly, be considered a "Qualifying Child" on another persons tax return during tax year 2023?	Yes	No

NOTE: If you answered "Yes", you are not able to qualify for the earned income credit (skip Part II and Part III).

Part II: Qualifying Children

	Child 1		Child 2	
Is the Child: (line 9)	Name		Name	
The Taxpayer's Son, Daughter, or adopted child **OR** A child of the Taxpayer's son, daughter or adopted child **OR** The Taxpayer's stepchild **OR** The Taxpayer's eligible foster child?	Yes	No	Yes	No
If the child is married, are you claiming this child as a dependent? (If child is not married, then simply mark yes) (line 10)	Yes	No	Yes	No
Did the child live with you in the United States for over half of the year, **OR** The full year if the child is an eligible foster child? (line 11)	Yes	No	Yes	No
Was the child, at the end of the year: (line 12) Under age 19 **OR** Under age 24 and a full-time student **OR** Any age and permanently and totally disabled?	Yes	No	Yes	No
Could any other person check "Yes" on lines 9 through 12 for the child? **Prep Note**: If yes, questions on line 13b and 13c must also be answered.(line 13a)	Yes	No	Yes	No

- **If you checked "No" on any of the first four questions above, then:**

  The child is not the taxpayer's qualifying child. If the taxpayer does not have a qualifying child, go to "Part III" to see if the taxpayer can claim the EIC for people who do not have qualifying children

Part III: Earned Income Credit for Taxpayers without a Qualifying Child

Was your main home, and your spouse if filing jointly, in the United States for more than half the year? (Military personnel on extended active duty outside the U.S. are considered to be living in the U.S. during that period.)	Yes	No

NOTE: If you answered "No" , you are not able to qualify for the earned income credit (skip Part II and Part III).

Part IV- Due Diligence Requirements

To comply with the EIC knowledge requirement, you must not know or have reason to know that any information used to determine the taxpayer's eligibility for, and the amount of, the EIC is incorrect. You may not ignore the implications of information furnished to or known by you, and you must make reasonable inquires if the information furnished appears to be incorrect, inconsistent, or incomplete. At the time you make these inquiries, you must document in your files the inquiries made and the taxpayer's responses.

Form 8879 Information

(1) = Check mailed from IRS (2) = Direct Deposit to TP's Acct. (4) = Balance Due (5) = RAC/RT	**Tax Payer's PIN**	**Spouse's PIN**

Was the return prepared by the Taxpayer (self-prepared)? ☐ Yes ☐ No

Was the return prepared by a Paid-Preparer? ☐ Yes ☐ No

TAXPAYER QUESTIONNAIRE REVIEW

The above information is true and correct, and I / we understand that the information given on this questionnaire will be used to complete my / our 2023 tax return(s). I / We agree to hold this company harmless for any errors that they may make on my / our tax return. I / We also understand that error on my / our return will cause a delay in the processing of the return and the receipt of the refund, if any.

Taxpayer Signature: _____ Date: _____

Spouse Signature: _____ Date: _____

FINANCIAL PRODUCTS

Complete the following if refund type is a RAC/RT

Identification Information: Bank Products require at least 1 of the following forms of ID

◯ Drivers License ◯ DMV/BMV State ID ◯ Military ID ◯ US Passport/Resident Alien ID

◯ Matricular Consular ◯ Foreign Passport

Taxpayer ID NUMBER_____ STATE_____ EXP. DATE_____

Spouse ID NUMBER_____ STATE_____ EXP. DATE_____

Application Information:

If filing a joint return, who is borrower? T = Taxpayer Only; S = Spouse Only; B = Both Taxpayer & Spouse

With the IRS removing the Debit Indicator (DI), there is a chance that a RAC/RT will not be refunded in full.

Some reasons for not getting a complete RT refund:

1. IRS says you owe back taxes
2. IRS says you have a current garnishment
3. IRS is auditing your Earned Income Credit
4. Earned Income Tax Credit (EITC) is claimed and an EITC qualifying child is a foster child
5. You have an outstanding debt with any bank that provides RAC/RT

PLEASE NOTE - WE DO NOT HAVE ANY CONTROL OVER THE ABOVE REASONS!

Taxpayer Initial _____ Spouse Initial _____

I understand that all information I have provided on this form is true. If any of this information is incorrect, I understand that a formal letter will be sent if the refund is not paid in full.

In additon, I understand that my refund may be provided to me in more than 1 check.

Taxpayer Signature: _____ Date: _____

Spouse Signature: _____ Date: _____

FOR OFFICE USE ONLY

Process Checklist (to be included in customer file)

- ☐ Make copies of form of ID and Social Security cards
- ☐ Interview sheet filled out
- ☐ One copy of tax return, W-2s and/or 1099 (Taxpayer & Spouse, if applicable)
- ☐ Signature on 8879/Pin # and Bank application